CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Systems Process Analyst** **UNION:231**
SG:7
DEPARTMENT: **Information Technology Services Department** **CS:N**
FLSA:N
EEO4CODE:PR

JOB SUMMARY:

Performs technical evaluation, installation, integration, maintenance, and support for complex business applications software including enterprise and departmental software applications. Provides leadership and consultation for assigned application systems,focusing on business efficiency and system integrity with respect to the use of technology to effectively meet business requirements. Concentrates efforts on core business systems such as the City's Financial, Payment Processing, Permitting, and/or Billing systems; provides support for other applications systems as assigned.

Delivers excellent customer service to system owners and users. Responsible for availability, security, integrity, performance, and support of assigned systems. Performs change management tracking and monitors logs for application systems and technology. Works closely with technology stakeholders to set the strategic vision for application process improvements. Develops and maintains documentation and procedures for assigned technology. Develops strategic plans and budget recommendations. Purchases and administers application software licensing. Will provide backup support for other Systems Analysts. Serves as project manager or provides technical leadership as assigned for complex software projects.

SUPERVISORY RELATIONSHIP:

This position reports to the Information Technology Applications Manager. Works under general supervision and the guidance of City and Departmental policies, procedures and guidelines. Handles emergencies as directed by the Applications Manager, Network Administrator, or Information Technology Services Director. May supervise lower level staff as assigned.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Provides second tier application support for day-to-day operation of key business systems. Performs problem resolution, administration, testing, coordination, configuration, change management, and maintenance of the assigned systems. Develops a detailed understanding of business processes supported by systems. May be responsible for management of vendor relationship and support. Develops and recommends budget requests. Assignments will include several widely distributed core City or Departmental business applications. Ensures the reliability and performance of applications.

2. Provides project management and/or technical leadership as assigned for complex software system projects. Organizes and chairs meetings; works with sponsors and stakeholders to gather project requirements, identify goals, develop project plans, and other project documents; develops project budget requirements; provides communications; manages

selection processes; manages the execution of the project; ensures creation of system documentation; and coordinates with staff and vendors to resolve project issues.

3. Provides professional, detailed consultation, training, technical support, and troubleshooting for key City software applications. Analyzes and understands business systems, current practices, and challenges. Evaluates procedures, identifies best practices, and recommends changes. Works with system stakeholders and IT leadership to develop application work plans, identify priorities, and establish timelines and goals. Provides instruction on procedures and use of software. Analyzes problems and recommends courses of action for both immediate and long term resolution. Provides coordination of services with Information Technology Services Department (ITSD) personnel and system vendors.

4. Maintains systems based on best practices or as directed by ITSD policies and procedures, best practices, and consistent with regulatory requirements.

5. Provides application support services such as report development, security administration, upgrade or fix specifications, written and oral communications and training to end users. Prepares and maintains supplemental documentation for key City software applications for both application users and IT technical staff. Performs installation of software upgrades and fixes. Develops, maintains, and troubleshoots system integrations and interfaces with other systems.

6. Develops system selection documents including requests for information (RFI's) and requests for proposals (RFP's). Contributes to the development of agreements including contracts for vendor services, system maintenance, and software licensing. Ensures that all documents adhere to City and ITSD standards. Manages system bid selection processes. Assures that bid proposals are properly processed to ensure that all requirements are met or exceeded, technical standards are met, services are defined and adequate, costs are defined and acceptable, references are acceptable, demonstrations are successful, and all other selection process requirements are met.

7. Assists City employees with problems experienced with office automation tools, database systems, desktop publishing, and other software programs in use by the City. Works with other technical personnel to resolve problems or provide coordinated technical services for departments.

8. Ensures data integrity, backup of systems and effective system recovery procedures for assigned applications.

9. Provides backup to other systems analysts for their assigned applications and technology.

10. Stays current with developments and changes in systems technology. Reviews and tests new systems and technologies for potential use by City departments.

ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature or level.

2. May supervise lower level staff as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

APPLICATION SUPPORT/SYSTEMS ANALYSIS

Knowledge of:
- Extensive knowledge of principles and techniques of analysis, design, development, and implementation of complex computer and communications systems in a complex network environment.
- Extensive knowledge of Microsoft SQL Server databases
- Extensive knowledge in the use of technology tools for integration development, administration, data analysis and manipulation, security, and analysis of programming objects.
- Thorough knowledge of complex software application environments including multi-tier systems; hosted and remote services; web based; and client/server technologies.
- Strong knowledge of the concepts involved in the operation of computers; mobile devices; and peripherals; data communications and local area networks in a complex network environment.
- Thorough knowledge of regulatory standards including PCIDSS, HIPAA, and CJIS.
- Thorough knowledge of problem-solving techniques and best practices for technology.
- Thorough understanding of the ITIL (Information Technology Information Library).
- Familiarity with fundamental core business processes.

Skills in:
- Excellent skills in planning, organization, and time management.
- Excellent communication skills with all levels of staff, vendors, and customers.
- Excellent problem-solving skills, evaluation of past practices, and willingness and ability to think creatively and strategically.
- Excellent attention to detail.
- Strong leadership and commitment to improvement.
- Skilled in testing processes and change management coordination for complex system environments.

Ability to:
- Excellent ability to provide high quality technical support services and consultation.
- Excellent ability to develop comprehensive business and technical knowledge of key City business software application packages supported by the ITSD.
- Excellent ability to troubleshoot issues and analyze information to identify and resolve problems.
- Strong ability to clearly communicate at all levels of the organization.
- Strong ability to think strategically and see the big picture.
- Strong abilities to ensure data integrity, reliability, currency, accuracy, efficiency, and security.
- Read, comprehend and apply knowledge from documentation and internet resources.

PROJECT MANAGEMENT AND GENERAL

Knowledge of:
- Strong knowledge of the principles and practices of project management and contract administration.
- Strong knowledge of contractual negotiations and agreements.
- Strong knowledge of current technology tools to perform assigned duties.
- Change management practices for application systems.
- General accounting principles and common business processes that typically utilize application systems.
- Business process improvement standard techniques.

Skills in:

- Excellent project management and leadership skills.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.

Ability to:

- Excellent ability to manage and complete work assignments based on priorities.
- Excellent ability to learn, interpret, and comply with legal, contractual, and regulatory requirements as they apply to systems and the business processes they support.
- Lead system application projects, including vendor management.
- Supervise, organize, oversee, coordinate, and evaluate the work of assigned staff.
- Maintain absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff
- Maintain security and confidentiality of systems and records while adhering to security policies and procedures
- Understand City and departmental policies and procedures and the functions of City departments, standard City office operations and interdepartmental working relationships.
- Work independently with minimal supervision.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job, including:
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Frequently stationary for long periods of time;
  - Frequently communicate accurate information and ideas with others;
  - Occasionally transport objects weighing up to 25 pounds.

WORKING ENVIRONMENT:

Work is performed in an office setting with extensive work at a computer workstation. Work environment includes a customary range of noise and other distractions with low everyday risks working around standard office equipment. Work requires frequent visits to customer worksites. This is a sedentary position with minimal physical exertion requirements.

EXPERIENCE AND TRAINING REQUIREMENTS:

- BA or BS degree in computer science, information systems management, business computer programming, or related field required.
- Technical:
  - Four (4) years of progressively responsible experience in the analysis, design, implementation, and support of complex core business applications required.
  - Experience in a leadership role in software acquisition project(s) and systems upgrade project(s) required.
  - Four (4) years experience supporting applications that use either Oracle or MS SQL Server relational database management software required. Experience with MS SQL Server strongly preferred.
  - Experience providing such work in a governmental setting preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions and local background check. Positions with access to the Criminal Justice Information System will also require fingerprinting and are subject to re-check every five years.
- Agreement to and signature on a Privileged Access Confidentiality Agreement is required.
- Willingness and ability to work extra hours or change hours as needed to do systems work outside of normal business hours.

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